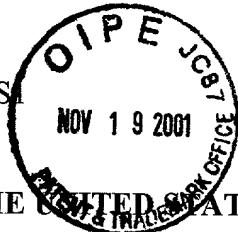


YOR920010067USA



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re patent application of

Harper et al.

Serial No.: 09/929,143

Group Art Unit: 2857

Filing Date: August 15, 2001

Examiner: Unknown

For: METHOD AND SYSTEM FOR PROACTIVELY REDUCING THE OUTAGE TIME
OF A COMPUTER SYSTEM

Assistant Commissioner of Patents
Washington, D.C. 20231

SUBMISSION OF FORMAL DRAWINGS

Sir:

In response to the Notice to File Corrected Application Papers (copy attached) dated September 18, 2001, submitted herewith are three (3) sheets of formal drawings comprising figures 1 - 7 for the above-identified patent application. Acknowledgment of receipt is respectfully requested. Please substitute these formal drawings for the drawings which were filed with the application.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Sean M. McGinn".

Sean M. McGinn

Registration No. 34,386

Date: November 19, 2001

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